Weekly Management Status Meeting Agenda
May 22, 1995

Brewster Kahle
WAIS Inc Confidential
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12Noon-1:00
First floor conference room
Lunch provided.

Attending:

Brewster Kahle	AOL acquisition *10 min.*
Nick Scharf	Prod. services scale-up *40 min.*
Bruce Gilliat	
Edy Henderson	
Meikle Hall	
Pat Greer	

Remote:
    Kevin Oliveau

General questions, issues: 10 minutes

Production Services Expansion Assumptions
5/22/95

1. Current customer business model continues.
   a. **Sales**: manages customer relationship for Internet services-- initial contact and sales process which educates customer re electronic publishing on the Internet; responsibility for Project Definition Phase; ongoing customer interaction to define and sell additional modules and functionality. Develops and manages VAR network programs

   b. **Pricing**. Typical 800 person-hour projects for $120,000 (average price per direct hour of about $150, 5X markup on salary), includes all WAIS, Inc. software.

   c. **Project management process**. Project definition and design phases place emphasis on requirements definition, software design and design of look and feel. Typical project extends over a 3-4 month period for basic functionality, with add-on phases as customer begins to understand Internet capabilities.

2. Organization structure.
   a. **Development.** Current development engineers assigned to Production Services return to Development. Development continues to enhance WAISserver, builds commercially robust modules based on customer requirements, integrates WAIS technology with other software (e.g. Navisoft).
   b. **Maintenance and Tools Support**. New department chartered with taking over customer support once initial electronic publishing system goes live on the Internet. Also develops standards and tools to leverage Production Services ability to handle new customer projects. Tools include parser technology, third party software, building block modules.
   c. **Operations**. Maintains customer system development and operating environment until transition to AOL operations department. Transition takes place once customer system stabilizes-- normally one to two months after initial Internet systems converted; may be after first one or two add on modules stabilize.

3. VAR program. Leverages WAIS, Inc. ability to bring up large number of smaller Internet services.
   a. **Typical project** is $50,000, with WAIS, Inc. getting $10,000 of the $50,000. Each VAR organization does on average 5 projects per quarter.
   b. **WAIS, Inc. provides** software and tools, quality assurance and design assistance, and manages customer relationship.

6 Copies.

Nick Scharf

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